

hp mobile printing
for pocket pc



use



hp mobile printing for pocket pc

user guide

© 2003 Copyright Hewlett-Packard Development Company, L.P.

Reproduction, adaptation, or translation without prior written permission is prohibited, except as allowed under the copyright laws.

The information contained herein is subject to change without notice.

The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

Part number: J7931-online

Edition 2, 11/2003

Trademark Credits

Adobe[®] and Acrobat[®] are trademarks of Adobe Systems Incorporated.

Microsoft[®], Windows[®], and Windows NT[®] are U.S. registered trademarks of Microsoft Corporation.

ATTENTION: USE OF THE SOFTWARE IS SUBJECT TO THE SOFTWARE LICENSE TERMS SET FORTH BELOW. USING THE SOFTWARE INDICATES YOUR ACCEPTANCE OF THESE LICENSE TERMS. IF YOU DO NOT ACCEPT THESE LICENSE TERMS, DO NOT INSTALL THE SOFTWARE ON YOUR SYSTEM.

**SOFTWARE LICENSE TERMS -
HP Mobile Printing for Pocket PC SOFTWARE**

License Grant.

HP grants you ("You" or "Customer") a non-exclusive, license to Use one copy of the Mobile Printing For Pocket PC Software, (the "Software") and the related Documentation (found at <http://www.hp.com/support/pocketpcprint>). "Use" means storing, loading, installing, executing or displaying the Software on a controller, processor or other hardware product (a "Device"). User means one individual who receives a license to Use one copy of the Software on one Device. You may not modify the Software or disable any licensing or control features of the Software.

Ownership.

The Software is owned and copyrighted by HP or its third party suppliers. Your license confers no title to, or ownership in, the Software and is not a sale of any rights in the Software. HP's third party suppliers may protect their rights in the event of any violation of these License Terms.

Copies.

You may only make copies of the Software for archival purposes or when copying is an essential step in the authorized Use of the Software. You must reproduce all copyright notices in the original Software on all copies or adaptations. You may not copy the Software onto any public network.

No Disassembly or Decryption.

You may not disassemble or decompile the Software unless HP's prior written consent is obtained. In some jurisdictions, HP's consent may not be required for limited disassembly or decompilation. Upon request, you will provide HP with reasonably detailed information regarding any disassembly or decompilation. You may not decrypt the Software unless decryption is a necessary part of the operation of the Software.

Transfer.

Your license will automatically terminate upon any transfer of the Software. Upon transfer, you must deliver the Software, including any copies and Documentation, to the transferee. The transferee must accept these License Terms as a condition to the transfer.

Termination.

HP may terminate your license upon notice for failure to comply with any of these License Terms. Upon termination, you must immediately destroy the Software and all copies, adaptations and merged portions in any form.

Export Requirements.

You may not export or re-export the Software or any copy or adaptation in violation of any applicable laws or regulations.

U.S. Government Restricted Rights.

The Software and any accompanying documentation have been developed entirely at private expense. They are delivered and licensed as "commercial computer software" as defined in DFARS 252.227-7013 (Oct 1988), DFARS 252.211-7015 (May 1991) or DFARS 252.227-7014 (Jun 1995), as a "commercial item" as defined in FAR 2.101(a), or as "Restricted computer software" as defined in FAR 52.227-19 (Jun 1987)(or any equivalent agency regulation or contract clause), whichever is applicable. You have only those rights provided for such Software and any accompanying documentation by the applicable FAR or DFARS clause or the HP standard software agreement for the product involved.

No Warranty. Limitation of Liability.

TO THE EXTENT ALLOWED BY LOCAL LAW, THE SOFTWARE IS PROVIDED TO YOU "AS IS" WITHOUT WARRANTIES OR CONDITIONS OF ANY KIND, WHETHER ORAL OR WRITTEN, EXPRESS OR IMPLIED. HP SPECIFICALLY DISCLAIMS ANY IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, NON-INFRINGEMENT AND FITNESS FOR A PARTICULAR PURPOSE.

EXCEPT TO THE EXTENT PROHIBITED BY LOCAL LAW, IN NO EVENT WILL HP OR ITS SUBSIDIARIES, AFFILIATES OR SUPPLIERS BE LIABLE FOR DIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL OR OTHER DAMAGES (INCLUDING LOST PROFIT, LOST DATA, OR DOWNTIME COSTS), ARISING OUT OF THE USE, INABILITY TO USE, OR THE RESULTS OF USE OF THE SOFTWARE, WHETHER BASED IN WARRANTY, CONTRACT, TORT OR OTHER LEGAL THEORY, AND WHETHER OR NOT ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

Your use of the Software is entirely at your own risk. Should the Software prove defective, you assume the entire cost of all service, repair or correction.

Some countries, regions, states and provinces do not allow the exclusion of implied warranties or conditions or the exclusion or limitation of liability for incidental or consequential damages, so the above exclusion or limitations may not apply to you. You may have other rights that vary from country to country, region to region, state to state, or province to province.

This Agreement will not be governed by the United Nations Convention on Contracts for the International Sale of Goods, the application of which is expressly excluded. If any part of this Agreement is found void and unenforceable, it will not affect the validity of the balance of the Agreement, which shall remain valid and enforceable according to its terms. You agree that the Software will not be shipped, transferred or exported into any country/region or used in any manner prohibited by the United States Export Administration Act or any other export laws, restrictions or regulations.

Contents

1 Introduction

About hp mobile printing for Pocket PC	1
Direct Printing	2
Features	3
Get help with hp mobile printing	4

2 Getting started

Install hp mobile printing	7
A quick look at hp mobile printing	9
How to print an e-mail message	10

3 Creating a printer list

About the printer list	13
Supported printers	14
Add a printer	18
Choose an infrared printer	20
Choose a network printer	26
Choose a Bluetooth printer	29
Remove a printer	36

4 Printing

E-mail Printing	39
Print a message or attachment	40
Download an attachment using Inbox	45
What the file icons mean	47
File Printing	48
Supported file formats	48
Print a file	49
Print Word, PowerPoint, Excel, or PDF files	51
Print from Calendar, Contacts, and Tasks	53
Choose print options	55
View print status	55
View the status of current jobs	56
Clear past job entries	58
Cancel printing	58
Change logging levels	59
Choose content transformation preferences	60

Configure the printer	61
View Print Manager Information	62

5 Troubleshooting

Printing problems	65
Network identification problem	72

Appendix

Set up Inbox	73
ClearVue Suite compatibility	78
ClearVue product limitations	79

1 Introduction

About hp mobile printing for Pocket PC

HP Mobile Printing for Pocket PC lets you print e-mail messages, attachments, and files to a variety of printers. It also enables printing from Calendar, Contacts, and Tasks. HP Mobile Printing works with Pocket PCs running Microsoft® Pocket PC 2002 and Pocket PC 2003.

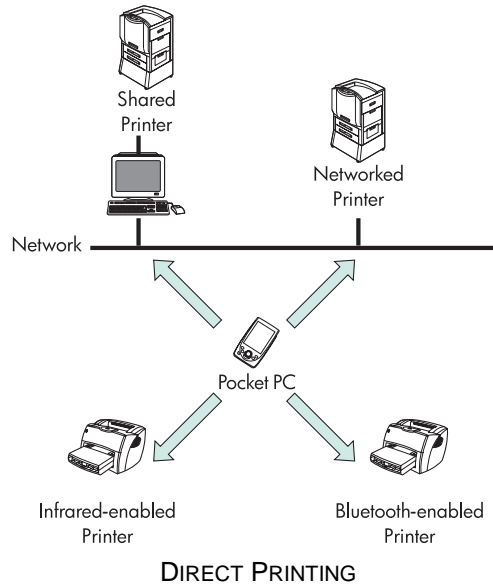
HP Mobile Printing works by using Direct Printing as a standalone application for convenient, wireless printing of e-mail messages and files from a Pocket PC to a Bluetooth, infrared, or network printer.

To start printing without further setup, see Chapter 2, [Getting started](#). To learn more about the features before you begin, see the following pages.

Direct Printing

As its name suggests, Direct Printing lets you print directly from a Pocket PC to a printer which can be a Bluetooth, infrared, or network printer (depending on the Pocket PC's capabilities).

Direct Printing offers mobile printing whether you are at home, in the office, on a business trip, or at a conference or a sales meeting.



You can do the following:

- Create a printer list (optional).
- Print e-mail messages, attachments, or files from HP Mobile Printing.
- Together with the WESTTEK® ClearVue™ viewers, print native Microsoft Office and PDF files.
- Print details of appointments, contacts, and tasks directly from Calendar, Contacts, and Tasks.

Features

The following table shows the features of Direct Printing.

Direct Printing	
Location	Mobile printing in or out of the office.
Printers	Print directly to Bluetooth and infrared printers as well as shared and networked printers.
Processing	<p>Processing done on the Pocket PC and complex documents may take some time to print.</p> <p>Print quality might not be as good as printing from a desktop computer. For example, some embedded graphics might not print, or you might see slight changes in the formatting on the printed page.</p>
File printing	<p>The supported file formats are:</p> <ul style="list-style-type: none">• Plain text format (.txt)• Pocket Excel (.pxl)• Pocket Word documents (.psw, .rtf)• Notes documents (.pwi)• Image formats (.bmp, .jpg, .png) <p>If WESTTEK's ClearVue viewers are installed, you can also print:</p> <ul style="list-style-type: none">• Microsoft Office documents (.doc, .ppt, .pps, .xls)• Adobe Acrobat documents (.pdf)
E-mail printing	E-mail attachments to be printed must be downloaded to a Pocket PC.
Web page printing	Cannot print Web pages.

Get help with hp mobile printing

If you experience problems, there are a variety of resources available to help you find an answer:

- Get help while using HP Mobile Printing. Tap **Help** on the **Start** menu to display the help topic for a specific feature.



- Go to the HP support Web site for user guides, product information, and FAQs. To access the HP support Web site, open a browser window and go to <http://www.hp.com/support/pocketpcprint>.
- Contact HP Customer Support for assistance:
 - Via e-mail at <http://www.hp.com/support/pocketpcprint>. Click **contact support**. Follow the e-mail specific links to the HP product list “after you buy,” and then click **software**.
 - By phone in the U.S. at (800) 474-6836 [1-800-HPINVENT].
 - By phone outside the U.S., please use the regional HP Support numbers.

When contacting support via phone, you may be presented with a voice recognition system. Clearly state the name of the product, HP Mobile Printing for Pocket PC, to be routed to the correct support group. Otherwise, follow the phone-menu options and select Printing to be routed to the correct support group.

To help ensure any issues are quickly resolved, be prepared to provide the following information:

- What is the version of the product?
(In HP Mobile Printing, tap **Tools**, and then tap **About** to find the version.)
- What is the problem that the product is experiencing?
- Can you reproduce this problem on a regular basis?
- What troubleshooting steps have you already taken?

In addition, the customer support agent may request log files to be sent to help characterize the issue more readily. These log files can be found in the **/Temp** directory of the Pocket PC.

2 Getting started

Install hp mobile printing

Install HP Mobile Printing from a desktop computer to a Pocket PC through Microsoft ActiveSync.

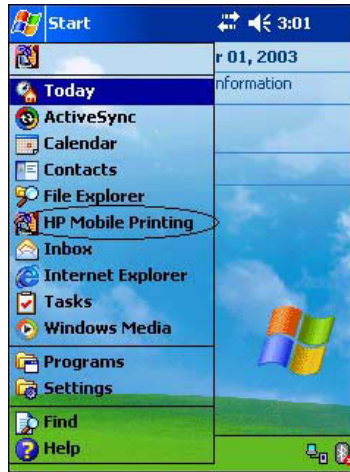
◆ To install hp mobile printing

- 1 Save the installer program (hpmobileprinting.exe) from http://www.hp.com/go/pocketpcprint_software to a desktop computer.
- 2 Connect a Pocket PC to the desktop computer by using the ActiveSync cradle. To properly install this software, the Pocket PC must be in the ActiveSync cradle.

If you need help connecting with ActiveSync, see the Pocket PC user guide.
- 3 Double-click **hpmobileprinting.exe** on your desktop computer.

The installer program copies the necessary files to your Pocket PC.

After HP Mobile Printing is successfully installed, it appears on the **Start** menu of the Pocket PC.



To open HP Mobile Printing from the **Start** menu, tap on **HP Mobile Printing**.

◆ **To uninstall hp mobile printing**

Follow these steps if you want to uninstall HP Mobile Printing:

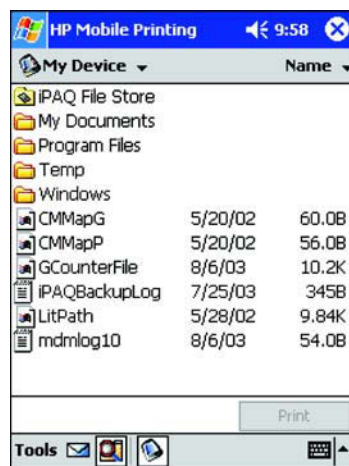
- 1 On the **Start** menu, tap **Settings**.
- 2 In the **System** tab, tap **Remove Programs**.
- 3 Tap **Remove** after selecting each of the following programs:
 - HP Mobile Printing System
 - HP Mobile Printing Viewer Control...
 - HP Mobile Printing System Installer
 - HP Mobile Printing

A quick look at hp mobile printing

Open HP Mobile Printing to print e-mail messages or files. The Microsoft Pocket PC operating system does not allow you to print directly from Inbox or File Explorer.

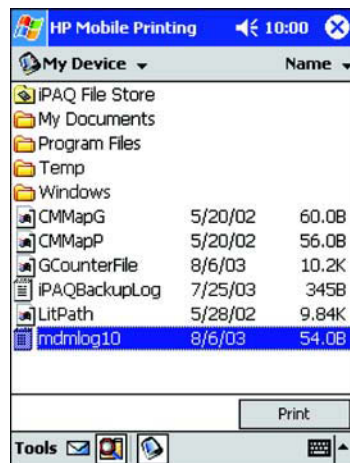
When you open HP Mobile Printing for the first time, tap **Start using the program** to start printing without further setup.

In HP Mobile Printing, you will see the same views of e-mail messages and files as in Inbox and File Explorer respectively. Use the buttons on the command bar to switch between these views.



File Printing (currently selected)
E-mail Printing

In each view, you can browse and select an item to open or print.



select item to print


How to print an e-mail message

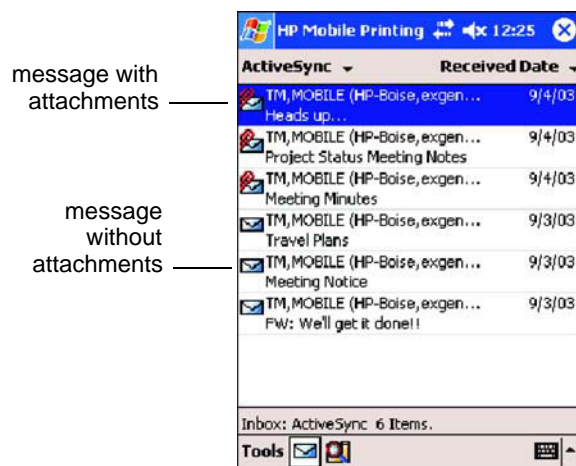
The following example shows how to print an e-mail message to an infrared printer. For more information on printing e-mail messages and files, see Chapter 4, [Printing](#).

◆ To print a message and its attachments

- 1 Open HP Mobile Printing by selecting it from the **Start** menu.



- 2 Tap **E-mail Printing**  on the command bar to see a list of messages from Inbox.



- 3 Tap a message to open it.

If the message has any attachments, they are listed below the message.



- 4 Tap the check boxes to select the message or attachments you want to print.

You can only print attachments that have been downloaded to a Pocket PC. The icon next to the attachment shows whether it was downloaded (see [What the file icons mean](#)). Tap **Print**.

- 5 After you tap **Print**, the My Printers screen appears.

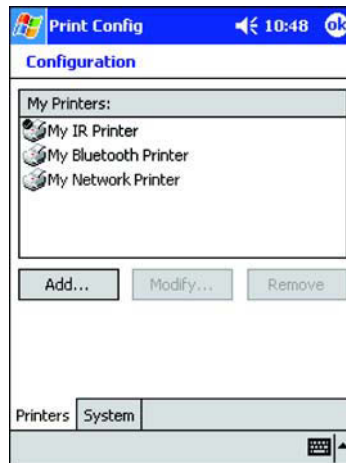


This screen will list any pre-defined printers on your list. Select one of the pre-defined printers, and then tap **Print** to submit the printing job. To learn how to create a printer list, see [Creating a printer list](#).

3 Creating a printer list

About the printer list

Create a list of the printers you frequently use, so that you can select them quickly when you print. The printer list is set up in the **Printers** tab of the Configuration screen (see [Add a printer](#) for instructions).



This list of printers is then available for easy selection when you print from HP Mobile Printing.



Configure allows you to add, modify, or remove printers. **Print Options** allows you to select the number of copies (up to 99), the print quality (draft, normal, or best), and the paper size (letter, A4, or legal).

Supported printers

Depending on the capabilities of Pocket PC, you may be able to print directly to the following types of printers:

- Infrared printer
- Bluetooth printer
- Network or shared printer

Supported printers and print settings

The following table lists the supported printers together with the print quality settings that will be used when printing. For example, if you select Plain Paper when printing to the HP Deskjet 450, the printer uses Draft or Normal mode, depending on which setting you chose. If you select Photo Paper, however, the printer always prints in Best mode.

For printers such as the CP 1160/1700 Series printers, the Paper Type and Quality settings are not available. The printer automatically determines the paper type loaded in the printer and selects the appropriate print quality setting.

Paper Type, Quality, and the following print settings are found in the Print Options screen (see [Choose print options](#)):

- Copies (1 to 99)
- Color Mode (Color or Black & White)
“Color” is not available for the LaserJet Monochrome series.
- Paper Size (letter, A4, or legal)

Printer	Paper Type: Plain Paper Quality	Paper Type: Photo Paper Quality
HP printers		
Business Inkjet 1100	Draft, Normal	Best
Business Inkjet 2200 series	–	–
Business Inkjet 2600	–	–
Business Inkjet 3000	–	–
Color LaserJet series	Draft, Normal, Best	Best
Color LaserJet 2500 series	–	–
Color LaserJet 4500 series	–	–
Color LaserJet 4600 series	–	–
Color LaserJet 8550 series	–	–
Color LaserJet 1160/1700 series	–	–
DeskJet 1120C series	Draft, Normal	Best
DeskJet 1220C	–	–
DeskJet 350	–	–
DeskJet 3800 series	–	–
DeskJet 450	–	–
DeskJet 5100/5500/5600/5800/6100	–	–
DeskJet 810/830/840/880/895	–	–
Deskjet 850/870	–	–
Deskjet 890	–	–
DeskJet 825/845 series	–	–
DeskJet 920/930/940/950/970 series	–	–
DeskJet 9300	–	–
DeskJet 9600	–	–
DeskJet 960/980/990C series	–	–

Printer	Paper Type: Plain Paper Quality	Paper Type: Photo Paper Quality
DeskJet 995C	Draft, Normal	Best
LaserJet Monochrome series	Draft, Normal, Best	NA
LaserJet 1000 series	–	Best
LaserJet 2100 series	–	–
LaserJet 2200 series	–	–
LaserJet 4050 series	–	–
LaserJet 4100 series	–	–
LaserJet 5000 series	–	–
LaserJet 5100 series	–	–
HP Laserjet 3300 MFP	–	–
HP Laserjet 1220 All in One	–	–
OfficeJet D series	–	–
OfficeJet G/K/V Series	Draft, Normal	Best
Photosmart 1110/1200/1300 series	–	–
Photosmart 7000 series	–	–
PSC 500 series	–	–
PSC 700/900 series	–	–
PSC 2000 series	–	–
Office Jet 5100	–	–
Office Jet 6100	–	–
Office Jet 7100	–	–
Canon printers		
Canon BJC 250 (CMY 3-Color)	Draft, Best	NA
Canon BJC 50/80 (CMYK 4-Color)	–	–
Canon BJC 4300 (CMYK 4-Color)	–	–
Epson printers		
Epson Stylus Color	Draft, Best	NA
Epson LQ Compatible	–	–

NOTE. The HP LaserJet printers, HP Deskjet 1120C series printers, Canon printers, and Epson printers do not support printing on photo paper.

If a printer model is not listed, select the series that matches the printer. For example, to use a HP Photosmart 7150 printer, select **Photosmart 7000 series**.

Add a printer

Follow the procedures below to add an infrared, network, or shared printer to the printer list. For Bluetooth printers, see [Choose a Bluetooth printer](#).

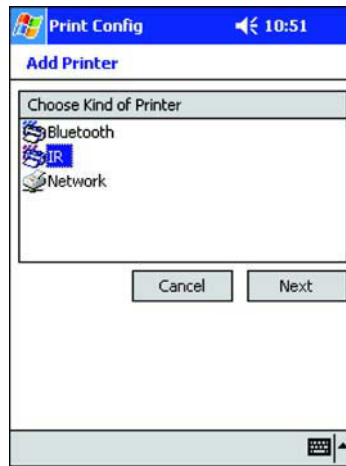
To add a printer, first select the type of printer, then select or search for the specific printer.

◆ To choose the type of printer

- 1 In HP Mobile Printing, tap **Tools**, and then tap **Configuration** to display the Configuration screen.
- 2 Select the **Printers** tab, and then tap **Add**.



- 3 In the Add Printer screen, select the printer type, and then tap **Next**.



Continue with the instructions below to choose a printer of the selected type:

- [Choose an infrared printer](#)
- [Choose a network printer](#) (network and shared printers)

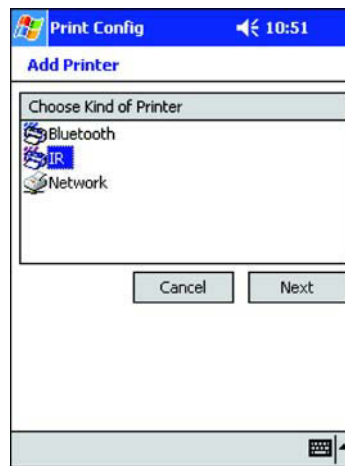
Choose an infrared printer

When you select **IR printer** in the Add Printer screen, HP Mobile Printing automatically attempts to identify the printer and determine the correct printer driver to use when printing. See [To detect an infrared printer](#).

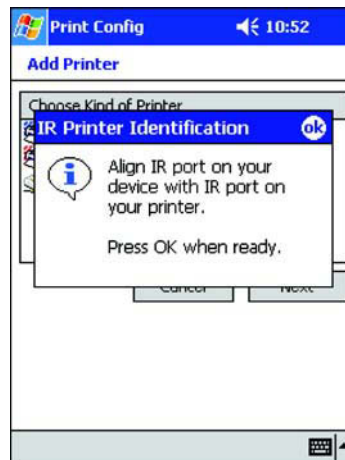
If HP Mobile Printing is unable to recognize the printer, you can specify the printer to use by selecting and adding it from a list of available models. See [To specify an infrared printer to use manually](#).

◆ To detect an infrared printer

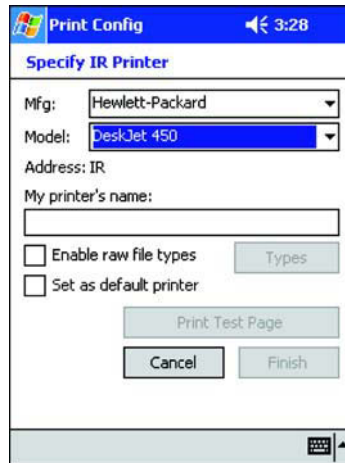
- 1 From the Add Printer screen, select **IR**, and then tap **Next**.




- 2 Make sure that the infrared ports of the two devices are lined up and within range. Tap **ok** on the IR Printer Identification screen.



The Specify IR Printer screen appears. The printer's manufacturer appears in the **Mfg** drop-down box, while the printer's model number appears in the **Model** drop-down box.



- 3 When you add a printer, you have to give it a name. The name should be unique and easily identifiable.

Enter the printer name in the **My printer's** name box. When you tap this field, a keyboard will appear. Use the keyboard to enter the required text, and then tap the keyboard icon  on the command bar to remove the keyboard from the screen.

Select the following check boxes as needed:

- Tap the **Enable raw file type** check box if you want to send an unprocessed file (such as a postscript or pdf) directly to the printer.

- Tap the **Set as default printer** check box if you want to make the current printer your default printer.

To print a test page, tap **Print Test Page**.

Tap **Finish** to add the printer.

NOTE. HP Mobile Printing is unable to detect certain infrared printers. If the IR printer cannot be detected, you must use the drop-down boxes to enter the appropriate printer manufacturer and model. For more information, see [To specify an infrared printer to use manually](#).

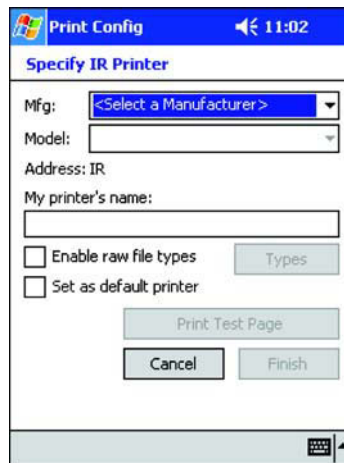
- 4 The Configuration screen appears. Tap **ok** to return to the My Printers screen.

- 5 The My Printers screen appears with the added printer.




◆ To specify an infrared printer to use manually

- 1 In the Specify IR Printer screen, use the drop-down boxes to select the printer manufacturer and model.



- 2 When you add a printer, you have to give it a name. The name should be unique and easily identifiable.

Enter the printer name in the **My printer's** name box. When you tap this field, a keyboard will appear. Use the keyboard to enter the required text, and then tap the keyboard icon  on the command bar to remove the keyboard from the screen.

Select the following check boxes as needed:

- Tap the **Enable raw file type** check box if you want to send an unprocessed file (such as a postscript or pdf) directly to the printer.
- Tap the **Set as default printer** check box if you want to make the current printer your default printer.

The screenshot shows the 'Print Config' application with the 'Specify IR Printer' section active. The 'Mfg:' dropdown is set to 'Hewlett-Packard' and the 'Model:' dropdown is set to 'DeskJet 450'. The 'Address:' is 'IR'. The 'My printer's name:' field contains 'My IR Printer'. There are two checkboxes: 'Enable raw file types' and 'Set as default printer', both of which are currently unchecked. To the right of the 'Enable raw file types' checkbox is a button labeled 'Types'. Below the checkboxes are three buttons: 'Print Test Page', 'Cancel', and 'Finish'. The top status bar shows the time as 9:45.

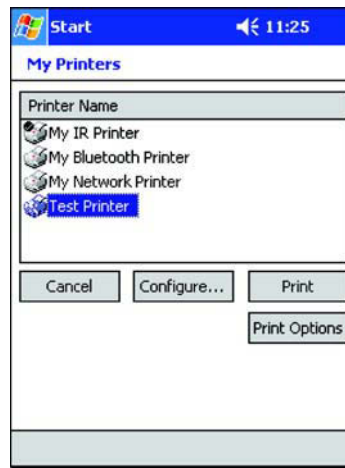
To print a test page, tap **Print Test Page**.

Tap **Finish** to add the infrared printer.

- 3 The Configuration screen appears. Tap **ok** to return to the My Printers screen.

The screenshot shows the 'Print Config' application with the 'Configuration' section active. It displays a list of printers under the heading 'My Printers:'. The list includes 'My IR Printer', 'My Bluetooth Printer', 'My Network Printer', and 'Test Printer'. Below the list are three buttons: 'Add...', 'Modify...', and 'Remove'. At the bottom, there are two tabs: 'Printers' and 'System', with 'Printers' currently selected. The top status bar shows the time as 11:11 and an 'ok' button.

- 4 The My Printers screen appears with the added printer.

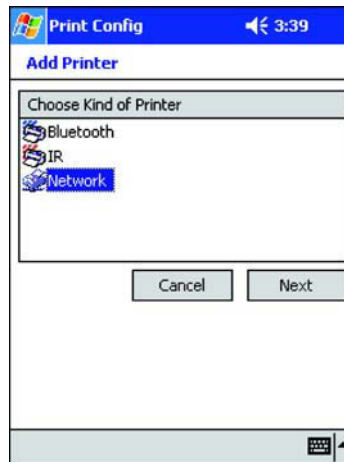


Choose a network printer

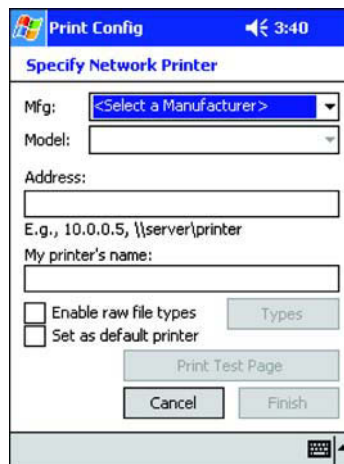
After you select **Network printer** in the Add Printer screen, you will see the Specify Network Printer screen. A network printer requires an IP address or host name. A shared printer requires a printer path.


◆ To specify the printer to use

- 1 In the Add Printer screen, tap **Network**, and then tap **Next**.



- 2 In the Specify Network Printer screen, use the drop-down boxes to select the printer manufacturer and model.



Enter the correct network connection in the Address box. When you tap this field, a keyboard will appear. Use the keyboard to enter the required text, and then tap the keyboard icon  on the command bar to remove the keyboard from the screen. The network connection can be one of the following:

- IP Address (for example, 200.211.15.17)
- Host Name (for example, NPI2A8931.hp.com)
- Print Share (for example, \\printshare hosting PC\shared printer name)
- UNC pathname (for example, \\server\printer name)

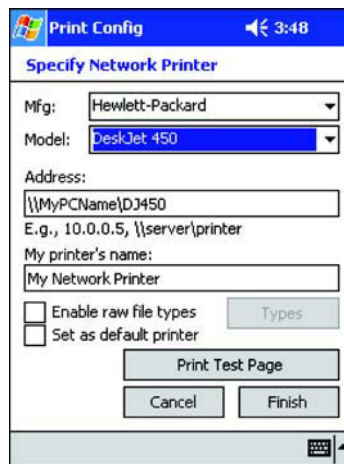
NOTE. If no port number is specified, then the default 9100 is used. You can also change the port number by using the convention <IP Address>:<port number> (for example, 200.211.15.17:9102).

When you add a printer, you have to give it a name. Use the keyboard to enter a unique and easily identifiable name in the **My printer's** name box.

Select the following check boxes as needed:

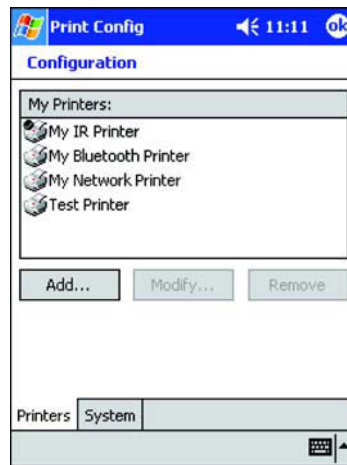
- Tap the **Enable raw file type** check box if you want to send an unprocessed file (such as a postscript or pdf) directly to the printer.
- Tap the **Set as default printer** check box if you want to make the current printer your default printer.

To print a test page, tap **Print Test Page**.



Tap **Finish** to add the printer to the printer list.

- 3 The Configuration screen appears. Tap **ok** to return to the My Printers screen.



- 4 The My Printers screen appears with the added printer.



Choose a Bluetooth printer

The steps for choosing a Bluetooth printer depend on the Pocket PC you are using:

- iPAQ Pocket PCs with integrated Bluetooth capability (for example, the iPAQ Pocket PC H2210 and H5500 series)
- Other Bluetooth-enabled Pocket PCs

Prepare for Bluetooth printing

Before you add or print to a Bluetooth printer, complete the following setup procedures.

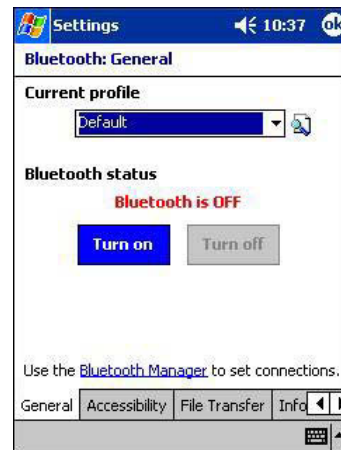
For iPAQs with integrated Bluetooth capability

Make sure that the Bluetooth radio on your iPAQ is turned on.

- 1 Tap **Start**, and then tap **Today**.
- 2 Tap the Bluetooth icon in the lower right corner of the screen, and then tap **Turn radio ON**.



Bluetooth icon



For other Bluetooth-enabled Pocket PCs

The Bluetooth printer has to be discovered and a COM port assigned.

- 1 Follow the manufacturer's instructions for Bluetooth software to discover Bluetooth printers within range, and associate a COM port with the printer you intend to use. If you need more help, go to the HP Support Web site at <http://www.hp.com/support/pocketpcprint>.

- 2 Note the number of the COM port. You will need to specify this port when adding or printing to this Bluetooth printer.

Add a Bluetooth printer

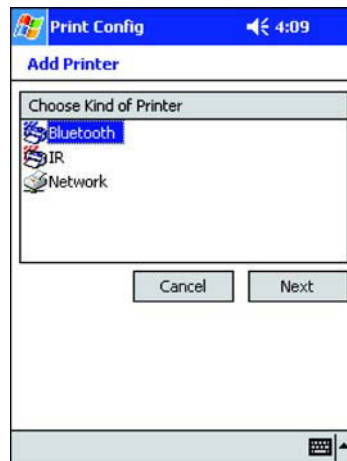
To add a Bluetooth printer, first choose Bluetooth as the type of printer, then choose or search for the specific Bluetooth printer.

◆ To choose the type of Bluetooth printer

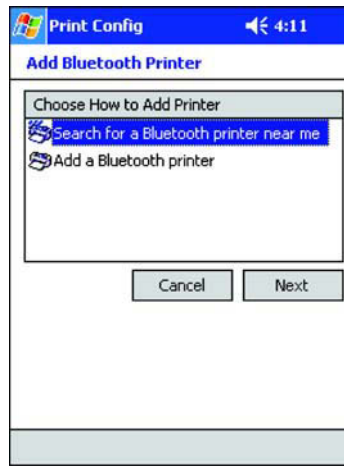
- 1 In HP Mobile Printing, tap **Tools**, and then tap **Configuration** to display the Configuration screen.



- 2 Select the **Printers** tab, and then tap **Add**.
- 3 In the Add Printer screen, select **Bluetooth**, and then tap **Next**.



- 4 The Add Bluetooth Printer screen appears.

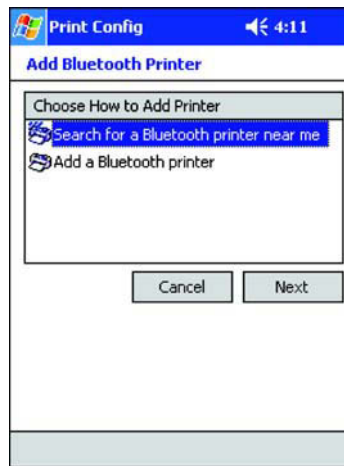


Continue with the instructions below to choose a Bluetooth printer:

- [For iPAQs with integrated Bluetooth](#)
- [For other Bluetooth-enabled Pocket PCs](#)

For iPAQs with integrated Bluetooth

After you select **Bluetooth** and tap **Next** in the Add Printer screen, the Add Bluetooth Printer screen appears.



- 1 In the Add Bluetooth Printer screen, select **Search for a Bluetooth printer near me**.

This is the primary option for iPAQs with integrated Bluetooth (for example, the iPAQ H2210 and H5500 series). When you choose this option, HP Mobile Printing searches for Bluetooth printers within range. It will automatically identify each known Bluetooth printer and determine the correct printer driver to use when printing.

Tap **Next**.


NOTE. If HP Mobile Printing is unable to recognize the Bluetooth printer, you can specify the printer to use by selecting it from a list.

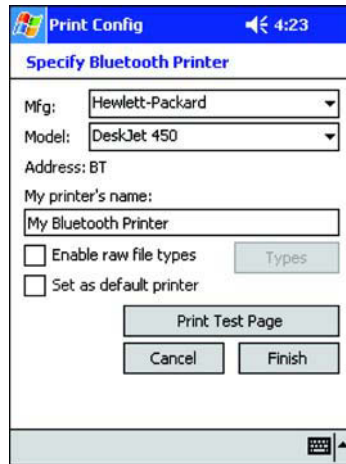
Although the **Add a Bluetooth printer** option is available for iPAQs with integrated Bluetooth, this option is designed primarily for Other Bluetooth-enabled Pocket PCs. See [To specify the printer to use](#).

- 2 Select a printer, and then tap **Next** to add it to the printer list.



- 3 When you add a printer, you have to give it a name. The name should be unique and easily identifiable.

In the Specify Bluetooth Printer screen, enter the printer name in the **My printer's** name box. When you tap this field, a keyboard will appear. Use the keyboard to enter the required text, and then tap the keyboard icon  on the command bar to remove the keyboard from the screen.



Select the following check boxes as needed:

- Tap the **Enable raw file** type check box if you want to send an unprocessed file (such as a postscript or pdf) directly to the printer.
- Tap the **Set as default printer** check box if you want to make the current printer your default printer.

To print a test page, tap **Print Test Page**.

Tap **Finish** to add the printer to the printer list.

- 4 The Configuration screen appears. Tap **ok** to return to the My Printers screen.



- 5 The My Printers screen appears with the added printer.

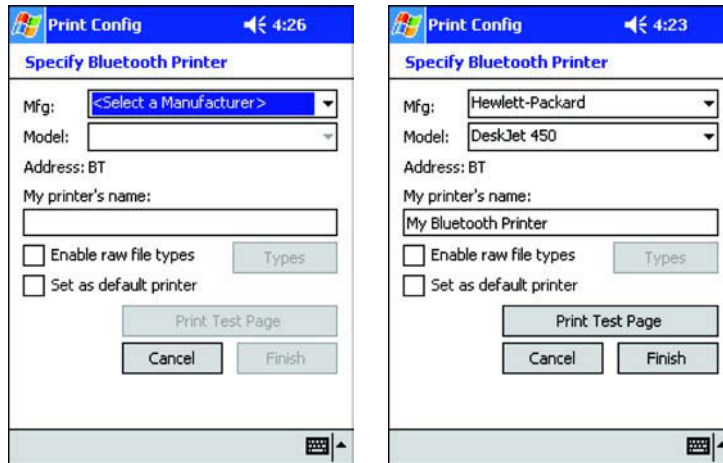


For other Bluetooth-enabled Pocket PCs

When you select **Add a Bluetooth printer**, and then tap **Next** in the Add Bluetooth Printer screen, the Specify Bluetooth Printer screen appears.

◆ **To specify the printer to use**


- 1 In the Specify Bluetooth Printer screen, use the drop-down boxes to select the printer manufacturer and model.



- 2 Select the COM port that was associated with the printer during the setup procedure. The default COM port is 8.

To change the Bluetooth COM port setting, go to the Configuration screen and tap the **System** tab.

- 3 When you add a printer, you have to give it a name. The name should be unique and easily identifiable.

Enter the printer name in the **My printer's** name box. When you tap this field, a keyboard will appear. Use the keyboard to enter the required text, and then tap the keyboard icon  on the command bar to remove the keyboard from the screen.

Select the following check boxes as needed:

- Tap the **Enable raw file** type check box if you want to send an unprocessed file (such as a postscript or pdf) directly to the printer.
- Tap the **Set as default printer** check box if you want to make the current printer your default printer.

To print a test page, tap **Print Test Page**.

Tap **Finish** to add the printer to the printer list.

- 4 The Configuration screen appears. Tap **ok** to return to the My Printers screen.



- 5 The My Printers screen appears with the added printer.

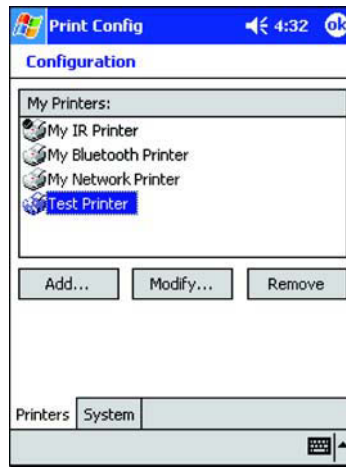


Remove a printer

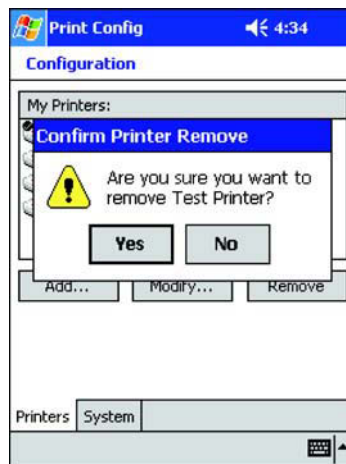
◆ To remove a printer

- 1 In HP Mobile Printing, tap **Tools**, and then tap **Configuration** to display the Configuration screen.

- 2 Select the **Printers** tab to display the printer list.



- 3 Select the printer and tap **Remove**.



- 4 Tap **Yes** in the message box to confirm that you want to remove the printer.

4 Printing

E-mail Printing

In HP Mobile Printing, tap E-mail Printing  on the command bar to see a list of messages from Inbox.


To view the message list from another Inbox e-mail service, select it from the service list (located on the left, under the navigation bar).



NOTE. To view and print attachments, download them to a Pocket PC. To print Microsoft Office documents, you will need WESTTEK's ClearVue viewers (for details, see [Supported file formats](#)).



Print a message or attachment

◆ To open and print a message

- 1 Open HP Mobile Printing and tap E-mail Printing  on the command bar.
- 2 Tap a message to open it.

If the message has any attachments, they are listed below the message.



NOTE. To print attachments, download them to the Pocket PC (see [Download an attachment using Inbox](#)). A downloaded attachment has the  icon beside it. A non-downloaded attachment has the  icon beside it. (see [What the file icons mean](#)).

- 3 Tap the check boxes to select the message or attachments to print, and then tap **Print**.




- 4 After you tap **Print**, the My Printers screen appears. This screen will list any pre-defined printers on your list. To learn how to create a printer list, see [Creating a printer list](#).

Select one of the pre-defined printers. If you want to change your print settings before printing, tap **Print Options**. For more information on the various printing options, see [Choose print options](#).

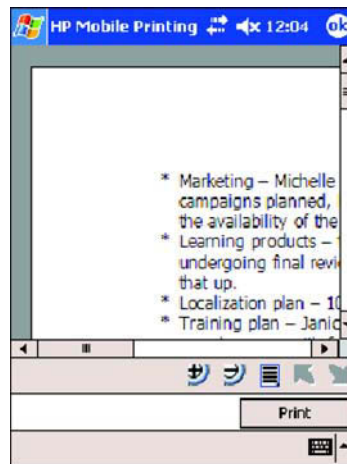
Tap **Print** to submit the printing job.



◆ **To view and print an attachment**

- 1 Open HP Mobile Printing and tap E-mail Printing  on the command bar.
- 2 Tap a message to open it. The attachments are listed below the message.



- 3 Double-tap an attachment to open it.



NOTE. To open attachments, download them to the Pocket PC (see [Download an attachment using Inbox](#)). A downloaded attachment has the  icon beside it. A non-downloaded attachment has the  icon beside it. (see [What the file icons mean](#)).

- 4 To print the attachment, you must first tap **ok** to close the attachment and return to the previous message screen. Tap the check box next to the attachment, and then tap **Print**.




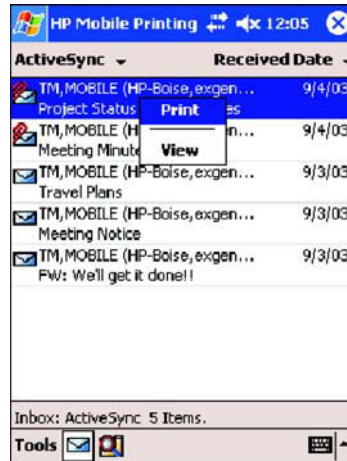
- 5 After you tap **Print**, the My Printers screen appears. This screen will list any pre-defined printers on your list. To learn how to create a printer list, see [Creating a printer list](#).

Select one of the pre-defined printers. If you want to change your print settings before printing, tap **Print Options**. For more information on the various printing options, see [Choose print options](#).

Tap **Print** to submit the printing job.

◆ **To print quickly from the message list**

- 1 Open HP Mobile Printing and tap E-mail Printing  on the command bar.
- 2 Tap and hold a message to display the pop-up menu.



- 3 To print the message (without attachments) to the last printer used, tap **Print**.
- 4 After you tap **Print**, the My Printers screen appears. This screen will list any pre-defined printers on your list. To learn how to create a printer list, see [Creating a printer list](#).

Select one of the pre-defined printers. If you want to change your print settings before printing, tap **Print Options**. For more information on the various printing options, see [Choose print options](#).

Tap **Print** to submit the printing job.

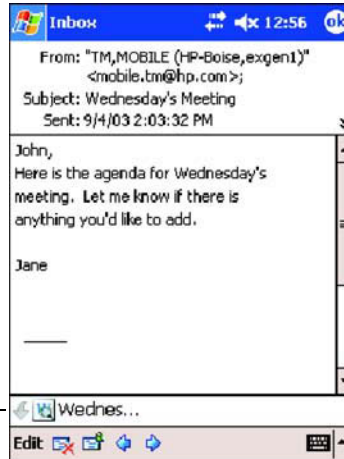
Download an attachment using Inbox

Follow these steps to download an attachment to the Pocket PC. This procedure is for downloading from an ActiveSync mail server.

- 1 Open Inbox and open the e-mail message.

Attachments are listed below the message. A download icon to the left of an attachment indicates that it has not been downloaded.

download icon next
to check box

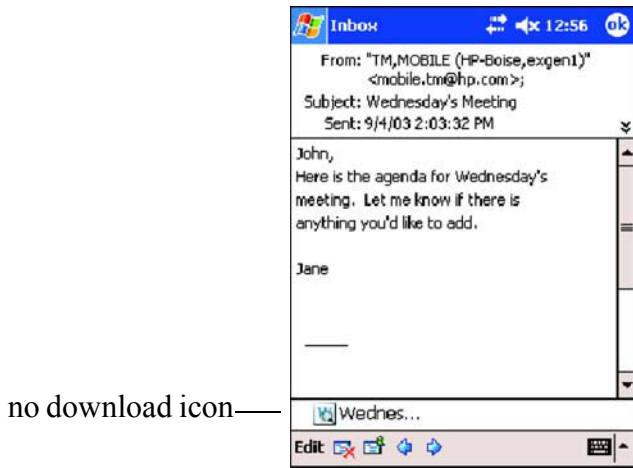


- 2 To download the attachment, tap the download icon.

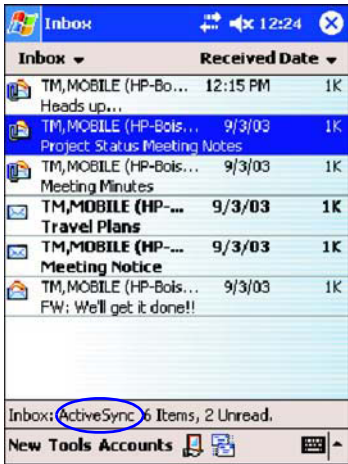
The icon color changes to indicate that the attachment is being downloaded if you are currently connected to the mail server. If you are not currently connected to the mail server, the attachment will be downloaded the next time that you connect to the mail server.

NOTE. You cannot download attachments through HP Mobile Printing. You can only download attachments from the Inbox. When the attachment has been downloaded, you can return to HP Mobile Printing to print it.

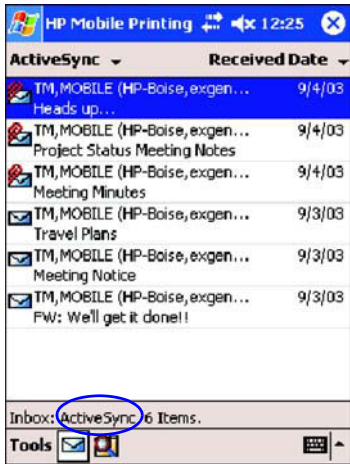
After the attachment is downloaded, the download icon will disappear.



When the attachment has been downloaded, you can return to HP Mobile Printing to print it. In HP Mobile Printing, be sure to use the same e-mail service that was used to download the attachment.




Example: In Inbox, download attachments using **ActiveSync**.





In HP Mobile Printing, be sure to go to the same e-mail service.

What the file icons mean

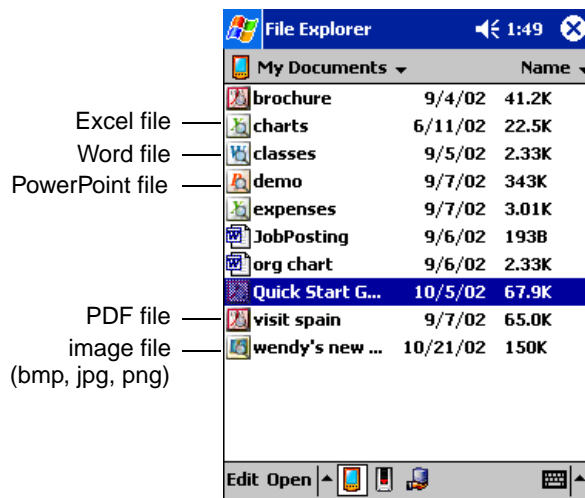
In HP Mobile Printing, the icon next to an e-mail attachment or a file identifies the file type, just as the file icons do in File Explorer. In HP Mobile Printing's e-mail view, the icon also indicates whether the attachment is in the Pocket PC. For example:

The icon  indicates that the file was not downloaded.

The icon  indicates that the file was downloaded.


If an attachment cannot be printed or opened because the file format is not supported, you will see the icon  next to it.

If you installed WESTTEK's ClearVue viewers, you will see the ClearVue icons in place of the Microsoft Office icons and the supported image formats. For example:



Files that still show the Microsoft Office icons are Pocket Word and Pocket Excel files.

File Printing

In HP Mobile Printing, tap File Printing  on the command bar to print files located on the Pocket PC or on the network.

Supported file formats

From HP Mobile Printing, you can open and view files on a Pocket PC (including e-mail attachments that have been downloaded) as well as files from the network. You can view the following types of files:

- Plain text format (.txt)
- Pocket Word documents (.psw, .rtf)
- Notes documents (.pwi)
- Pocket Excel documents (.pxl)
- Image formats (.bmp, .jpg, .png)
Support for these image formats is provided by ClearVue Image.

You can print all the file formats that you can view.

In addition, you can purchase WESTTEK's ClearVue viewers which let you view and print Microsoft Office documents and PDF documents on a Pocket PC. The ClearVue viewers support PowerPoint, Excel, and Word files created with desktop Office 97, Office 2000, and Office XP. The viewers are:

- ClearVue Presentation for Microsoft PowerPoint files (.ppt, .pps)
- ClearVue Worksheet for Microsoft Excel files (.xls)
- ClearVue Document for Microsoft Word files (.doc)
- ClearVue PDF for PDF files (.pdf)

Once the ClearVue viewers are installed, you can print the above desktop file formats from HP Mobile Printing. To print an Excel file, you must first open it in ClearVue Worksheet, then print it from the viewer.



To find out more about ClearVue, visit <http://www.westtek.com>.


NOTE. Viewing and printing a complex desktop file on a Pocket PC requires a large amount of its memory and system resources. The recommended minimum memory is 64 MB of system RAM. Before printing a desktop file, close all other applications. If you are printing from a ClearVue viewer, HP Mobile Printing will automatically close the viewer before it prints.

PowerPoint slides are printed two to a page, instead of each slide being sized to fill the page. This is due to the memory constraint on the Pocket PC.

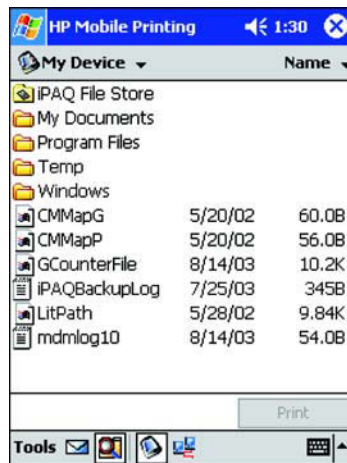
Print a file

◆ To browse folders and print a file

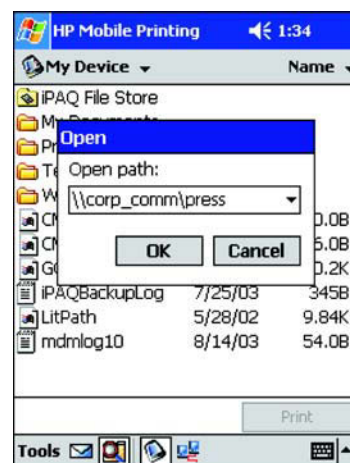
- 1 Open HP Mobile Printing and tap File Printing  on the command bar.
- 2 Do one of the following:
 - To list files on the Pocket PC, tap the Pocket PC button  on the command bar.
 - To list files on the network:

Tap the Network button  on the command bar. Use the keyboard to enter the required text for the path name.

Tap **OK**. You may be prompted for a user name and password before you can access the folder.



— Pocket PC files



— network files

- 3 Select the file to print.

To print Microsoft Office documents, you will need WESTTEK's ClearVue viewers (for details, see [Supported file formats](#)).


- 4 To print the file, tap **Print**.

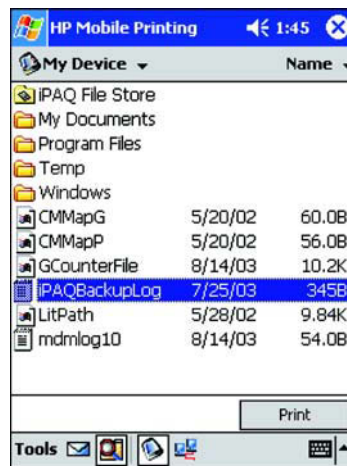
- 5 After you tap **Print**, the My Printers screen appears. This screen will list any pre-defined printers on your list. To learn how to create a printer list, see [Creating a printer list](#).

Select one of the pre-defined printers. If you want to change your print settings before printing, tap **Print Options**. For more information on the various printing options, see [Choose print options](#).

Tap **Print** to submit the printing job.

◆ To view and print a file

- 1 Open HP Mobile Printing and tap File Printing  on the command bar.



- 2 Double-tap a file to open it.

To view and print Microsoft Office documents, you will need WESTTEK's ClearVue viewers (for details, see [Supported file formats](#)).

- 3 To print the file, tap **Print**.

- 4 After you tap **Print**, the My Printers screen appears. This screen will list any pre-defined printers on your list. To learn how to create a printer list, see [Creating a printer list](#).

Select one of the pre-defined printers. If you want to change your print settings before printing, tap **Print Options**. For more information on the various printing options, see [Choose print options](#).

Tap **Print** to submit the printing job.

Print Word, PowerPoint, Excel, or PDF files

You can purchase and install WESTTEK's ClearVue viewers on a Pocket PC, which will enable you to print Word, PowerPoint, and PDF files from HP Mobile Printing as described earlier.

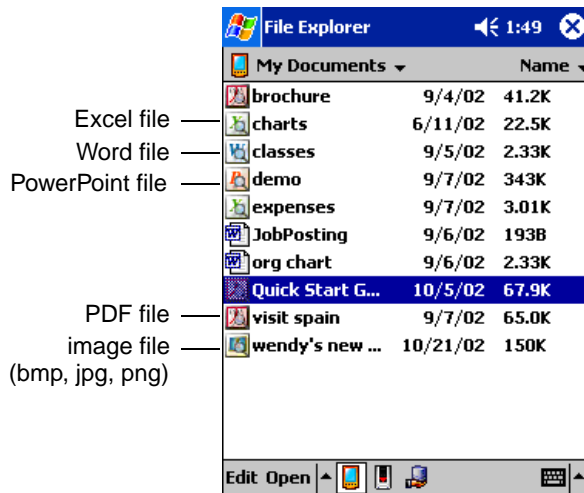
To print Word, PowerPoint, Excel, and PDF files or e-mail attachments, you can also do the following:

- Open, view, and print the file in File Explorer.
- Open, view, and print the attachment in Inbox.
- Print the file from a ClearVue viewer. For example, open ClearVue PDF to open, view, and print PDF documents.

NOTE. Excel files cannot be printed from HP Mobile Printing. To print an Excel file, follow one of the procedures below to open the file in ClearVue Worksheet, then print it from the viewer. PowerPoint slides are printed two to a page, instead of each slide being sized to fill the page. This is due to the memory constraint on the Pocket PC.

◆ To view and print files in File Explorer

When the ClearVue viewers are installed, the supported file formats are identified by ClearVue icons.



- 1 In File Explorer, tap a supported file to open it in a ClearVue viewer.
- 2 To print the file, tap **File**, and then tap **Print**.
- 3 In the Print Options screen, select a printer from the printer list and tap **Print**.

◆ **To view and print attachments in Inbox**

- 1 When viewing a message in Inbox, tap an attachment (of a supported file type) to open it.



The attachment is opened in a ClearVue viewer.

- 2 To print the attachment, tap **File**, and then tap **Print**.
- 3 In the Print Options screen, select a printer from the printer list and tap **Print**.

◆ **To print from a ClearVue viewer**

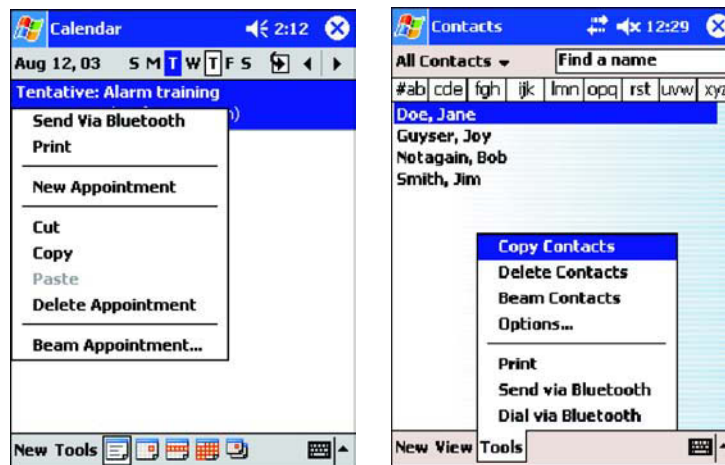
- 1 Open the ClearVue viewer.
- 2 Tap **File**, and then tap **Open** to open a supported file.
- 3 To print the file, tap **File**, and then tap **Print**.
- 4 In the Print Options screen, select a printer from the printer list and tap **Print**.

Print from Calendar, Contacts, and Tasks

In Calendar, Contacts, and Tasks, the **Print** function is provided in the pop-up menu or **Tools** menu. The **Print** function prints details of the selected appointments, contacts, or tasks.

◆ To print details of selected items

- 1 Open Calendar, Contacts, or Tasks.
- 2 Select the item to print. In some views you may be able to select more than one item. In Calendar and Tasks, you can make a selection in the Print screen (see step 4).
- 3 Tap and hold to display the pop-up menu and select **Print**, or select **Print** from the **Tools** menu. For example:



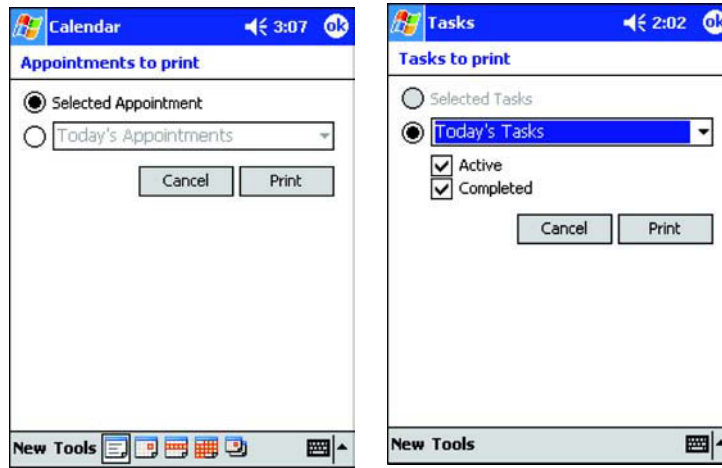
- 4 In Calendar, choose **Selected Appointments** to print what you had previously selected, or you can tap the **Today's Appointments** drop-down box and choose from the following options:

- Today's Appointments
- This Week's Appointments
- Next Week's Appointments

In Tasks, choose **Selected Tasks** to print what you have previously selected, or you can tap the **Today's Tasks** drop-down box and choose from the following options:

- All Tasks
- Today's Tasks

When you have made your selection, tap **Print**.



- 5 After you tap **Print**, the My Printers screen appears. This screen will list any pre-defined printers on your list. To learn how to create a printer list, see [Creating a printer list](#).

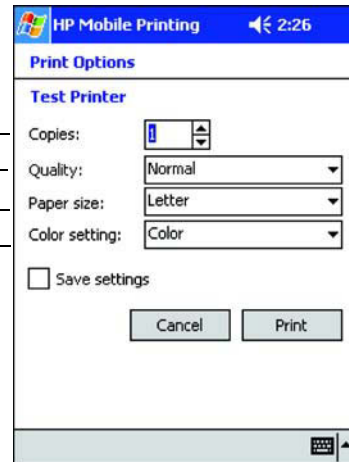
Select one of the pre-defined printers. If you want to change your print settings before printing, tap **Print Options**. For more information on the various printing options, see [Choose print options](#).

Tap **Print** to submit the printing job.

Choose print options

The Print Options screen allows you to change various print settings, such as the number of copies, paper size, and quality. The color settings option shown below is not available on all printers.

select number of copies____
select paper quality_____
select paper size_____
select color _____



The Print Options screen is also the screen that appears whenever you print from other programs (Calendar, Contacts, and Tasks, as well as ClearVue viewers).

◆ To change print settings

- 1 When printing from HP Mobile Printing, select **Print Options** from the My Printers screen.
When printing from other programs, select **Print**.
- 2 In the Print Options screen, tap the **Copies, Quality, Paper size, and Color setting** (if available) drop-down boxes to select the print settings, and then tap **Print**.

View print status

In Print Manager, you can cancel a current printing job or check if a document printed successfully. The Print Manager can display details of past jobs, as well as present jobs. Print Manager also gives you the option of changing the logging levels of your print jobs, configuring your printer, and selecting the appropriate content transformation preferences, which are required for the printing of different file types.

View the status of current jobs

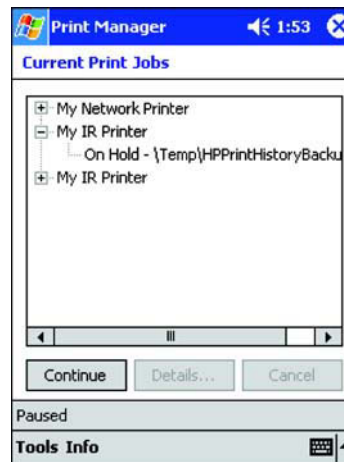
You can view jobs that are currently in the process of printing, and either cancel the jobs, get details of the jobs, or, when necessary, the details of printing errors.

◆ To view the status of current jobs

- 1 In HP Mobile Printing, tap **Tools**, and then tap **Job Status** to enter the Print Manager. If the Current Print Jobs screen is not the current screen, select the **Tools** tab, and then tap **Current Print Jobs**.



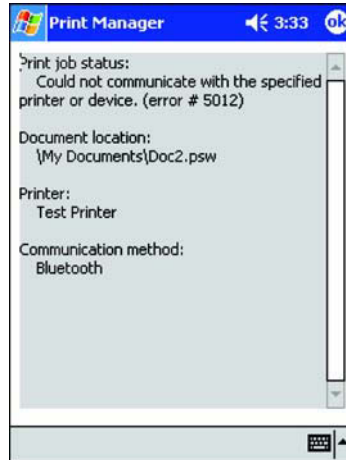
- 2 In the Current Print Jobs screen, a listing of the current jobs appears.



For details of a specific job, select the job, and then tap **Details**.

The **Details** button becomes enabled once you select the job (for example, On Hold - \Temp\HPPrintHistory.Backup). If you tap the name of the printer (for example, My IR Printer) only the **Continue** and **Cancel** buttons become enabled.

The details of the selected job will then appear.



To cancel a specific job, select the job, and then tap **Cancel** (see [Cancel printing](#)).

If there is an error during printing, a Job Stopped screen will appear.



This screen provides you with the following options:

Retry: allows you to re-submit the print job.

View: allows you to pause the print job and view the problem.

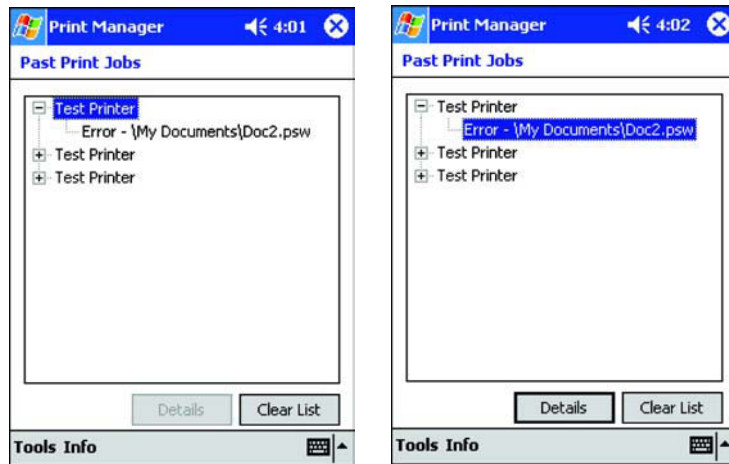
Cancel: allows you to terminate the print job.

Clear past job entries

If you have printed many documents, you can clear some of the past job entries from the Past Print Jobs screen. You can clear job entries that have the “Done,” “Canceled,” or “Error” status.

◆ To clear past job entries

- 1 In HP Mobile Printing, tap **Tools**, and then tap **Job Status** to enter the Print Manager. If the Past Print Jobs screen is not the current screen, select the **Tools** tab, and then tap **Past Print Jobs**.



- 2 To clear the past job entries, tap **Clear List**.

If you want to see the details of a past print job before clearing the list, select the job, and then tap **Details**.

Cancel printing

You can cancel the printing of any print job with the status of “On Hold” or “Processing.”

◆ **To cancel printing**

- 1 In HP Mobile Printing, tap **Tools**, and then tap **Job Status** to enter the Print Manager. If the Current Print Jobs screen is not the current screen, select the **Tools** tab, and then tap **Current Print Jobs**.



- 2 Select the job entry or entries that you want to clear, and then tap **Cancel**.

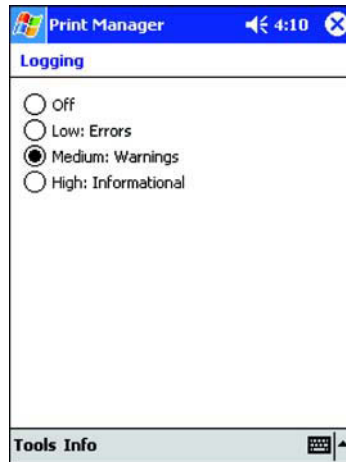
In the example above, the “On Hold” status line for “Test Printer” is selected, and the **Cancel** button is enabled. Also, the **Cancel** button will always be enabled when you select the printer name (in the example above, it is “Test Printer”).

Change logging levels

In Print Manager, you can either select the appropriate logging level or turn off the logging function entirely.

◆ **To change logging levels**

- 1 In HP Mobile Printing, tap **Tools**, and then tap **Job Status** to enter the Print Manager. If the Logging Levels screen is not the current screen, select the **Tools** tab, and then tap **Logging**.



- 2 Select the appropriate level. The log files are located in My Device/Temp.

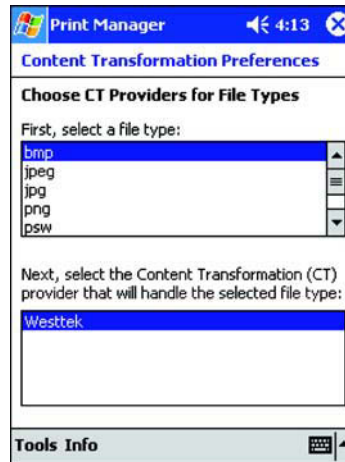
NOTE. For a new logging level to take effect, you must first close and then restart the application. For information on how to close an open application, see [To close open applications](#).

Choose content transformation preferences

In Print Manager, you can select the Content Transformation provider that is required to print a specific file type (such as .bmp or jpeg).

◆ **To choose content transformation preferences**

- 1 In HP Mobile Printing, tap **Tools**, and then tap **Job Status** to enter the Print Manager. If the Content Transformation Preferences screen is not the current screen, select the **Tools** tab, and then tap **Content Transformation Prefs**.



- 2 In the scroll box, select the file type that you want to print.
- 3 In the list box, select the Content Transformation (CT) provider that will handle the selected file type.

Configure the printer

Print Manager lets you configure the printers that you want to use for your print jobs.

◆ **To configure the printer**

From a Print Manager screen (for example, Current Print Jobs), tap **Tools**, and then tap **Print Config**.

Alternatively, you can reach the same Configuration screen from HP Mobile Printing, by tapping **Tools**, and then tapping **Configuration**.

The Configuration screen appears.



- 4 In the Configuration screen, select the **Printers** tab, and then tap to select the task that you want to perform with the printers.
 - To add a printer to the printer list, tap **Add**.
 - To modify a printer, tap **Modify**.
 - To remove a printer from the printer list, tap **Remove**.

View Print Manager Information

You can access general information regarding the Print Manager (for example, the version number and copyright information) from the Print Manager Screen.

◆ **To view Print Manager information**

From a Print Manager screen (such as Current Print Jobs), tap the **Info** tab, and then tap **About**.



5 Troubleshooting

Printing problems

Unable to find Print buttons when trying to print e-mail messages or files

You must open HP Mobile Printing to print e-mail messages or files. Make sure you are not looking for the **Print** buttons in Inbox or File Explorer as you cannot print directly from those programs.

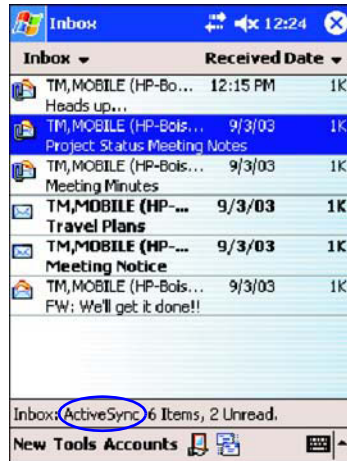
You can purchase and install ClearVue viewers which will enable you to open files in Inbox or File Explorer (supported file formats only) and then print them. For more information, see [Print Word, PowerPoint, Excel, or PDF files](#).

Unable to view e-mail messages in HP Mobile Printing

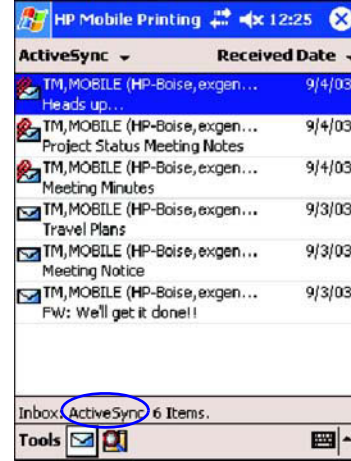
Make sure Inbox is properly set up and you are able to send and receive messages in Inbox. Support for e-mail is for ActiveSync and IMAP4 only.

HP Mobile Printing indicates that an attachment is not downloaded, even though I've already downloaded it in Inbox

In HP Mobile Printing, be sure to go to the same e-mail service that was used to download the attachment in Inbox.



Example: In Inbox, download attachments using **ActiveSync**.



In HP Mobile Printing, be sure to go to the same e-mail service.

Unable to open network folder in HP Mobile Printing

Before you can open the network folder, you must use the File Explorer to download the associated files.

Unable to find printer model

If a printer model is not listed, try one of the following solutions:

- Select the series that matches the printer. For example, to use a PhotoSmart 7150 printer, select **PhotoSmart 7000 series**.
- Select Hewlett-Packard PostScript Printer for a postscript-enabled printer.

Unable to print to an infrared printer

Make sure that:

- The infrared ports on the devices are lined up and within the recommended range. Try moving closer to the printer.
- Nothing is between the two ports.
- There are no bright lights shining into either of the ports, which can interfere with the connection.

If the connection is interrupted, you have to reprint the document.

NOTE. Some older infrared devices such as HP Photosmart 1000 series printers use an infrared protocol that is not compatible with HP Mobile Printing.

Unable to print to a Bluetooth printer

Check the following:

- The Bluetooth printer is switched on and not currently printing.
- The Bluetooth radio on the Pocket PC is turned on.
- The devices are within the recommended 10-meter range. Try moving closer to the printer, or into the room where the printer is located (certain walls may block the transmission).
- If you are not using an iPAQ with integrated Bluetooth capability, be sure to run the Bluetooth software to discover the printer and assign a COM port. When selecting the printer, make sure you specify the correct COM port.

To specify the correct COM port, tap **HP Mobile Printing, Tools, Configuration, and Printers**. On the **System** tab, set the Bluetooth COM port. For more information, check the manufacturer's Bluetooth software specifications.

You've configured a Bluetooth printer with an iPAQ 5450/55 device, but the following error message occurs:

"Unable to connect to the Bluetooth printer. Check whether the printer is powered on and located within the supported range. If the problem persists, restart your device."

There may be a faulty connection between the Bluetooth printer and Bluetooth Manager that is preventing HP Mobile Printing from connecting to that printer.

To correct the problem, do one of the following two options:


- 1** Remove the connection between the printer and the COM port. This connection, as shown in the Active Connections list, was established in the iPAQ 5450/55 Bluetooth Manager.
 - a** Tap **Start**, tap **iPAQ Wireless**, and then tap **Bluetooth Manager**.
 - b** Tap and hold on the printer icon. A pop-up menu appears.

- c In the pop-up menu, tap **Disconnect**. This allows HP Mobile Printing to establish its own COM port connection to the Bluetooth printer.



- d Return to HP Mobile Printing to print.
- 2 In HP Mobile Printing for Pocket PC, manually add the Bluetooth printer, and then set the COM port to COM8.
- a Tap **Start**, and then tap **HP Mobile Printing**.
 - b Tap **Tools**, and then tap **Configuration**. Select the **Printers** tab, and then tap **Add**.
 - c Select **Bluetooth**, and then tap **Next**.
 - d Select **Add a Bluetooth printer**, and then tap **Next**.
 - e Use the drop-down boxes to select the manufacturer and printer model.

NOTE. HP iPAQ printers typically use the COM8 port for Bluetooth connections. Other manufacturers may use a different COM port for Bluetooth printing. See the manufacturer's printer documentation for more details.

- f Enter a unique and easily identifiable printer name in the **My printer's** name box. Use the keyboard to enter the required text, and then tap the keyboard icon  on the command bar to remove the keyboard from the screen.
- g Select from the **Enable raw file types** and **Set as default printer** check boxes, as appropriate.
- h Tap **Finish**.

You've initiated a search for nearby Bluetooth printers on an iPAQ 5450/55, but the resulting list is empty.

There may be a faulty connection between the Bluetooth printer and Bluetooth Manager that is preventing HP Mobile Printing from connecting to, or searching for, that printer.


To correct the problem, do one of the following two options:

- 1** Remove the connection between the printer and the COM port. This connection, as shown in the Active Connections list, was established in the iPAQ 5450/55 Bluetooth Manager.
 - a** Tap **Start**, tap **iPAQ Wireless**, and then tap **Bluetooth Manager**.
 - b** Tap and hold on the printer icon. A pop-up menu appears.
 - c** In the pop-up menu, tap **Disconnect**. This allows HP Mobile Printing to establish its own COM port connection to the Bluetooth printer.



- d** Return to HP Mobile Printing to print.
- 2** In HP Mobile Printing for Pocket PC, manually add the Bluetooth printer, and then set the COM port to COM8.
 - a** Tap **Start**, and then tap **HP Mobile Printing**.
 - b** Tap **Tools**, and then tap **Configuration**. Select the **Printers** tab, and then tap **Add**.
 - c** Select **Bluetooth**, and then tap **Next**.
 - d** Select **Add a Bluetooth printer**, and then tap **Next**.
 - e** Use the drop-down boxes to select the manufacturer and printer model.

NOTE. HP iPAQ printers typically use the COM8 port for Bluetooth connections. Other manufacturers may use a different COM port for Bluetooth printing. See the manufacturer's printer documentation for more details.

- f Enter a unique and easily identifiable printer name in the **My printer's** name box. Use the keyboard to enter the required text, and then tap the keyboard icon  on the command bar to remove the keyboard from the screen.
- g Select from the **Enable raw file types** and **Set as default printer** check boxes, as appropriate.
- h Tap **Finish**.

Nothing prints and no error message is displayed

Make sure that you are within the range of the printer. If nothing prints and no error message displays, use the following steps to correct the problem:

- 1 Tap **Tools**, and then tap **Job Status** to check the status of the document.
- 2 If the status shows an error, tap it to see details of the problem.

Printing is slow

It may take a while to process and print complex documents from a Pocket PC. Tap **Tools**, and then tap **Job Status** to make sure no errors are reported and that the print job is being processed.

To increase the printing speed, use a lower print quality setting such as **Normal** or **Draft**.

Fonts are not printing correctly

Only one font (Tahoma) is available when printing directly to the printer from HP Mobile Printing.

Graphics are not printing, or not printing correctly

- The graphic format may not be supported.
- When printing a document from a Pocket PC, the print quality may not be as good as printing from a desktop computer, and graphics in the document may not print correctly.

Handwritten notes from Pocket Notes cannot be printed out

HP Mobile Printing does not support this function.

When viewing or printing a Word, PowerPoint, or Excel file, the document does not appear as expected

See [ClearVue product limitations](#).


PowerPoint slides are printed two to a page, instead of each slide being sized to fill the page. This is due to the memory constraint on the Pocket PC.

An error message indicates there is insufficient memory or system resources

Viewing and printing a complex desktop file on the Pocket PC requires a large amount of its memory and system resources. Close all other programs before printing a desktop file.

Remember that on the Pocket PC, tapping ✕ at the top right corner of a screen does not close a program but only minimizes it.

◆ **To close open applications**

- On the Jornada Pocket PC, use the HP Task Switcher to close applications:
 - On the **Start** menu tap **Today**.
 - Tap the HP Task Switcher icon  in the command bar.
 - On the pop-up menu, tap **Close Window** and then tap the application to close. You can also close all applications by tapping **Close All**.

The HP Task Switcher icon can also be found in the HP Applications folder.

- On the iPAQ Pocket PC:
 - Press the iTasks button on the front panel.
 - Tap and hold the application, and then tap **Close This Task**.
You can also choose to **Close All Tasks** or **Close Background Tasks**.
- On other Pocket PCs:
 - On the **Start** menu tap **Settings**.
 - In the **System** tab, tap **Memory**.

- In the **Running Programs** tab, tap the application to close, and then tap **Stop**. You can also choose to **Stop All Programs**.

After closing the programs, try printing again. If you still see the same error message, reset the Pocket PC.

Network identification problem

You receive a message that states that network access is denied

The name of the PC as indicated in the Settings/About screen must have a unique network resource name.

Appendix

Set up Inbox

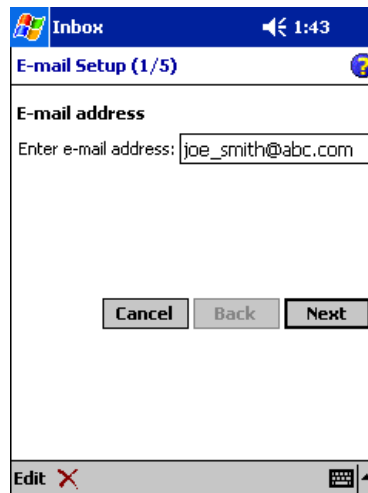
In Inbox, an e-mail service has to be set up for each method you use to access company e-mail accounts. You can obtain the required information from the IT administrator:

- e-mail user name and password
- incoming mail server name
- outgoing mail server name
- Windows NT domain name

NOTE. For configuring the Inbox, specify the required exchange server domain, user name, and alias information.

◆ To set up an e-mail service

- 1 Start Inbox and tap **Services**, and then tap **New Service**.
- 2 In the first Setup screen, use the keyboard to enter the e-mail address, and then tap **Next**.



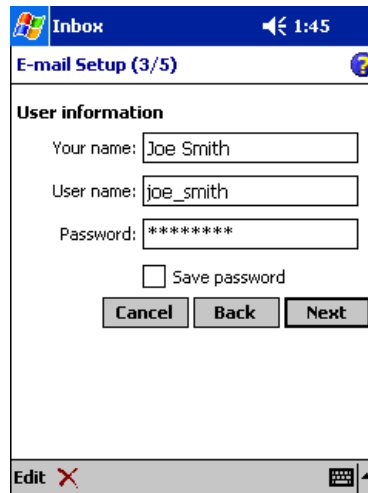
The screenshot displays the 'E-mail Setup (1/5)' screen within the 'Inbox' application. The top status bar indicates the time as 1:43. The screen title is 'E-mail Setup (1/5)'. Below the title, there is a section for 'E-mail address' with a text input field containing 'joe_smith@abc.com'. At the bottom of the screen, there are three buttons: 'Cancel', 'Back', and 'Next'. The bottom status bar shows an 'Edit' option and a keyboard icon.

- 3 Wait for the configuration of the e-mail settings to complete. When the Status box displays Completed, tap **Next**.



The screenshot shows the 'E-mail Setup (2/5)' screen. At the top, there is a blue header bar with the 'Inbox' icon and a back arrow. Below the header, the title 'E-mail Setup (2/5)' is displayed. The main content area is titled 'Auto configuration' and contains the text: 'Attempting to automatically configure your e-mail settings. To skip this step, tap Skip.' Below this text, the 'Status:' is shown as 'Completed' in a blue box. At the bottom of the main content area, there are four buttons: 'Cancel', 'Skip', 'Back', and 'Next'. The 'Next' button is highlighted. At the very bottom of the screen, there is a grey bar with the 'Edit' icon and a keyboard icon.

- 4 Use the keyboard to enter the user information, and then tap **Next**.



The screenshot shows the 'E-mail Setup (3/5)' screen. At the top, there is a blue header bar with the 'Inbox' icon and a back arrow. Below the header, the title 'E-mail Setup (3/5)' is displayed. The main content area is titled 'User information' and contains three input fields: 'Your name:' with the text 'Joe Smith', 'User name:' with the text 'joe_smith', and 'Password:' with the text '*****'. Below the password field, there is a checkbox labeled 'Save password'. At the bottom of the main content area, there are three buttons: 'Cancel', 'Back', and 'Next'. The 'Next' button is highlighted. At the very bottom of the screen, there is a grey bar with the 'Edit' icon and a keyboard icon.

- 5 Use the drop-down box to select the service type (IMAP4 or POP3). Use the keyboard to enter a unique name for the e-mail service, and then tap **Next**.

Inbox 1:45

E-mail Setup (4/5)

Account information

Service type: IMAP4

Name: myIMAP4

Cancel Back Next

Edit X

- 6 In the final Setup screen, use the keyboard to enter the server information, and then tap **Options**.

Inbox 1:46

E-mail Setup (5/5)

Server information

Incoming mail: mailsvr1.abc.sgp.com

Outgoing mail: xsgbrg.abc.sgp.com

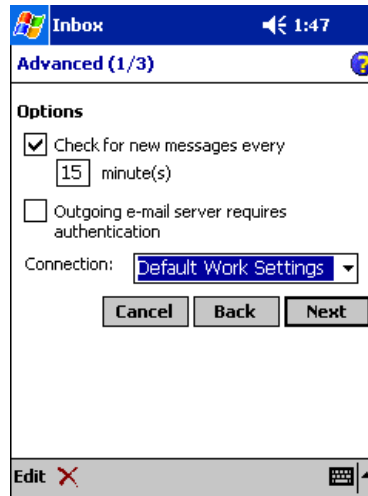
Domain: asiapac

Options

Cancel Back Finish

Edit X

- 7 In the Advanced screen, make sure you select **Default Work Settings** in the **Connection** drop-down box. Then tap **Back** to return to the previous screen.

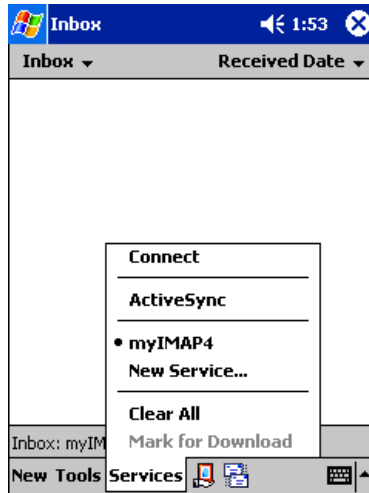


- 8 Tap **Finish** to complete the setup.

Ensure that the setup was successful by using the e-mail service to send and receive messages.

◆ **To send and receive messages**

- 1 Tap **Services**, and make sure that the e-mail service you want to use is selected (it should have a bullet next to it).



- 2 Tap **Connect**.

Inbox should be able to connect to the mail server and retrieve messages.



If you are unable to send and receive messages, contact the IT administrator for help.

ClearVue Suite compatibility

Due to changing technology, backward compatibility between certain versions of HP Mobile Printing and WESTTEK's ClearVue Suite could not be preserved.

The following table indicates version compatibility between the products. To determine compatibility, match your version of HP Mobile Printing with the version of ClearVue Suite.

Version of HP Mobile Printing	Version of ClearVue Suite	Compatibility
v1.0.0.7 (PPC 2002)	v2.12	Yes
—	v2.2	No
—	v2.3	No
v1.0.0.8 (PPC 2002)	v2.12	No
—	v2.2	Yes
—	v2.3	No
v1.1.1.8 (PPC 2003)	v.212	Yes
—	v.2.2	Yes
—	v2.3	No
v2.0 (PPC 2002, PPC 2003)	v2.12	No
—	v2.12c	Yes ¹
—	v2.2	No
—	v2.3	Yes

1.Compatible with special upgrade for customers with iPAQ companion CD's containing ClearVue Suite, v2.12.

ClearVue product limitations

WESTTEK's ClearVue Presentation, ClearVue Worksheet, and ClearVue Document are viewers for the Windows CE-based Pocket PC and do not support all of the features included in the desktop versions of Microsoft PowerPoint, Excel, and Word respectively. Restrictions in functionality are due in large part to the size and operating characteristics of the underlying Pocket PC platform. The following sections list some notable limitations.

ClearVue Presentation

- ClearVue Presentation does not support files created with versions of Microsoft PowerPoint prior to Office 97.
- Pocket PC does not provide the same number and type of fonts that are available on a desktop PC. While WESTTEK's ClearVue Presentation will show a close approximation of the intended textual and slide layout, some differences may occur.
- There is generally no correlation between the size of the PowerPoint file and the amount of program memory required to run a presentation. However, it is anticipated that very large presentations or presentations that include large graphical elements may not open or may not display all of the intended content due to program memory or operating space requirements of ClearVue Presentation.

ClearVue Worksheet

- ClearVue Worksheet does not support files created with versions of Microsoft Excel prior to Office 97.
- ClearVue Worksheet does not contain the Visual Basic macro language; therefore no Excel macros will run during the loading of a workbook into ClearVue Worksheet. Due to this limitation, values created from macros may not be stored or visible.
- ClearVue Worksheet supports most types of Excel charts, however, there are some limitations. Three-dimensional charts will be mapped into a two-dimensional space, making them look somewhat different from the original. In addition, surface charts are not supported at this time.
- The current version of ClearVue Worksheet does not display images selected as a background in an AutoShape.
- ClearVue Worksheet cannot open files that have been password protected using the "Save Options" password setting in Microsoft Excel.

ClearVue Document

- ClearVue Document does not support files created with versions of Microsoft Word prior to Office 97.
- ClearVue Document has only limited support for AutoShapes and does not support images embedded inside of an AutoShape.
- Pocket PC does not provide the same number and type of fonts that are available on a desktop PC. While WESTTEK's ClearVue Document will show a close approximation of the intended textual and page layout, some differences may occur.
- ClearVue Document cannot open files that have been password protected using the "Save Options" password setting in Microsoft Word.

If you have a question regarding the availability of a particular Word feature, please visit WESTTEK's Web site or contact WESTTEK's support.



© 2003 Hewlett-Packard Development Company, L.P.

Edition 2
11/2003